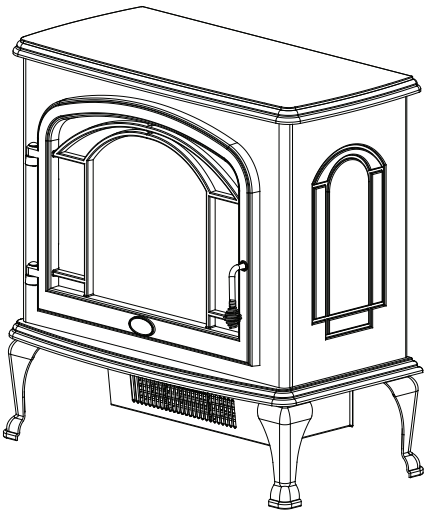
Dimplex®

The world leader in electric fireplaces.



Owner's Manual

Model
DS7420
DS7425DLX

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to install or use this stove. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

To view the full line of Dimplex products, please visit www.dimplex.com

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Always use a qualified technician or service agency to repair this stove.

! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

Welcome & Congratulations

Thank you and congratulations for choosing to purchase an electric stove from Dimplex, the world leader in electric fireplaces.

Please carefully read and save these instructions.

⚠ **CAUTION:** Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.

Please record your model and serial numbers below for future reference: model and serial numbers can be found on the Model and Serial Number Labels of your stove.

STOP NO NEED TO RETURN TO THE STORE

Questions With the Assembly?

Require Parts Information?

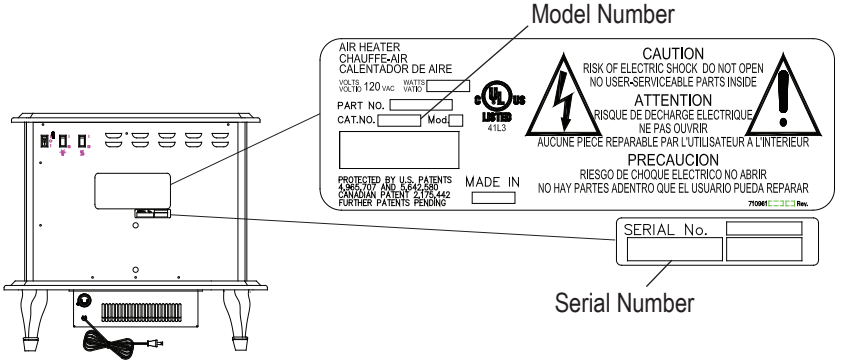
Product Under Manufacturer's Warranty?

Call Toll-Free

1-888-346-7539

Monday to Friday
8:00 a.m. to 4:30 p.m. EST

Please have your model number and product serial number ready. (See below)



IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

① Read all instructions before using the stove.

② The heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) from the front of the unit.

CAUTION: High Temperature, keep electrical cords, drapery, and other furnishings at least 3 feet (0.9m) from the front of the heater and away from the side and rear.

③ Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.

④ Always unplug the stove when not in use.

⑤ Do not operate any unit with a damaged cord or plug, or if the heater has malfunctioned, or if the stove has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.

⑥ Do not use outdoors.

⑦ The stove is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.

⑧ Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.

⑨ To disconnect the unit, turn the controls off, then remove the plug from the outlet.

⑩ Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.

⑪ To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.

⑫ All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.

IMPORTANT INSTRUCTIONS

⑬ Do not modify the stove. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

⑭ To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way. Avoid the use of an extension cord. Extension cords may overheat and cause a risk of fire. If you must use an extension cord, the cord must be No. 14 AWG minimum size and rated no less than 1875 Watts.

⑮ Do not burn wood or other materials in the stove.

⑯ Do not strike the clear door panel.

⑰ Always use a certified electrician should new circuits or outlets be required.

⑱ Always use properly grounded, fused and polarized outlets.

⑲ Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.

⑳ When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
NO USER-SERVICABLE PARTS INSIDE

SAVE THESE INSTRUCTIONS

Quick Reference Guide

① Prior to the first use of the stove verify the following:

- Are the circuit breakers for the unit on?
- Are the light bulbs in your stove loose? (To check, follow the instructions for replacing the light bulbs under the Maintenance section of this manual.)

② The heater on your stove may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts and will not occur again.

Stove Installation

! **NOTE:** A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuses blow on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

⚠ **WARNING:** Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

Stove Installation

Installation

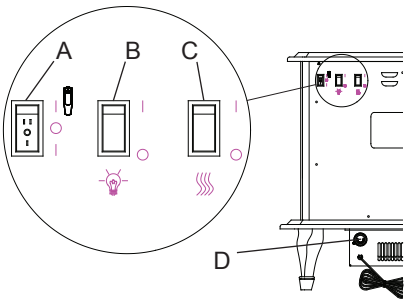
① Make sure the unit's Main On/Off Switch is switched Off (refer to operating instruction section).

② Plug the unit into a 15 Amp/120 VAC outlet. If the cord does not reach, you may use an extension cord rated for a **minimum of 1875 Watts**.

Operation

To access the controls, go to the back of the stove (Figure 1).

Figure 1



A. Three Position On/Off Switch

The switch has two On positions marked with "**I**" and "**II**". The "**I**" position is for manual operation. In this position the built-in remote control is bypassed.

The "**II**" position is for operating the unit with the provided remote control. When in "**II**" position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center position "**O**" the unit is off.

B. Light On/Off Switch

The Light On/Off Switch supplies power to the upper light of the log bed display area.

C. Heater On/Off Switch

The Heater On/Off Switch supplies power to the heater.

D. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature,

turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the Three Position Switch to Off "**O**" and waiting five (5) minutes before switching the unit back on.

⚠ **CAUTION:** If you need to continuously reset the heater, unplug the unit and call Customer Service at 1-888-346-7539.

Remote Control

The stove is supplied with an integrated On/Off remote control.

! **NOTE:** Ensure that the stove's Three Position Switch is set to the remote Control setting ("**II**" position).

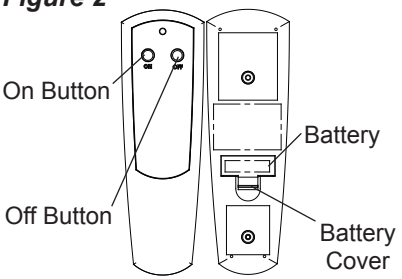
To operate, push the ON button to turn stove on, push the OFF button to turn the stove off.

Battery Installation

To install or replace the battery:

- Slide battery cover open on the hand held transmitter (Figure 2).
- Correctly install one (1) 12 Volt (A23) battery in the battery holder.
- Close the battery cover.

Figure 2



Remote Initialization

Follow these steps for remote control initialization and if required, re-initialization:

① Disconnect power to stove.

② Set the Three Position On/Off Switch to the Remote position (Figure 1A).

Operation

③ Wait a minimum of five (5) seconds and then re-acquire power to stove.

④ Within 10 seconds of re-acquiring power, press the ON button located on the remote control transmitter.

! **NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

Maintenance

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Light Bulb Replacement

Allow at least five (5) minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears.

There are three (3) bulbs under the Log Set Assembly, which generate the flames and embers, and one (1) bulb above that illuminate the log exterior.

Tool Requirements:
Phillips screw driver

Helpful Hints

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

Upper Bulb Requirement

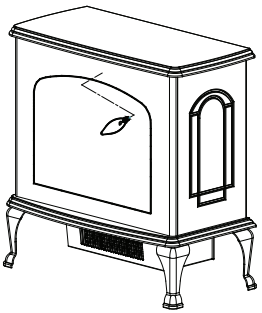
Quantity of one (1) 7 Watt candelabra E12 small base 120 Volt.

Do not exceed 7 Watts per bulb.

Maintenance

Upper Bulb Replacement
(Figure 3)

Figure 3



① Open door by pulling the handle.

② Locate the upper bulb bracket.

③ Bend light retainer bracket down.

④ Locate and remove light bulb.

⑤ Insert and install new bulb.

⑥ Bend light retainer bracket back into its original position.

⑦ Close the door.

Lower Bulbs Requirement

Quantity of three (3) 35 Watt Halogen Quartz lamps, 120 Volt, G9 Base.

Do not exceed 35 Watts per bulb.

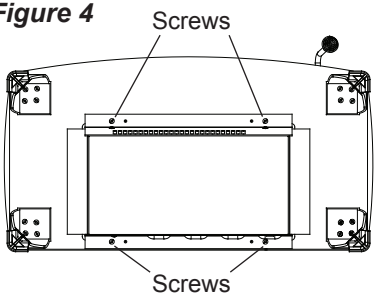
Lower Bulb Replacement

① Remove the stove pipe kit (if equipped).

② Gently place stove on its back on a flat surface.

③ Remove the heater cover retaining screws located on the bottom of the stove (Figure 4) and lower heater and light assembly out onto the floor.

Figure 4



④ Remove the burnt out bulb(s) by pulling straight out of socket. If bulbs are difficult to remove form socket move the bulb from side to side while pulling being careful not to damage the light socket.

⑤ Replace the lower light bulbs.

⑥ Reassemble in the reverse order as above.

Maintenance

Glass Cleaning

The clear door is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the clear door may collect dust particles. These can be removed by dusting lightly with a clean, dry cloth.

To remove fingerprints or other marks, the clear doors can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

Plastic Door Cleaning

To remove fingerprints or other marks, the clear doors can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

Stove Surface Cleaning

Use warm water only to clean painted surfaces of the Stove. Do not use abrasive cleaners.

Servicing

Except for light bulb replacement and cleaning described above, an authorized service representative should perform any other servicing.

Warranty

Products to which this limited warranty applies

This limited warranty applies to the following models of your newly purchased Dimplex electric stove **DS7420, DS7425DLX** and to newly purchased Dimplex stove surrounds (mantels) and trims. This limited warranty applies only to purchases made in any province of Canada except for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) except for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

Products excluded from this limited warranty

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 12 months from the date of the first purchase of such product.

The limited 12 month warranty period also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-DIMPLEX (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Dimplex will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be

Warranty

defective in material or workmanship during the 12 month limited warranty period you have the following rights:

- Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- Dimplex will not be responsible for, and the limited warranty services shall not include, any expense incurred for installation or removal of the product or part (or any replacement product or part) or any labour or transportation costs. Such costs shall be the purchaser's responsibility.

What Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

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